

**FOR IMMEDIATE RELEASE**

**CITY OF HIALEAH GOES LIVE WITH ENROUTE EMERGENCY SYSTEMS'  
COMPUTER-AIDED DISPATCH SOFTWARE**

***EnRoute's Intuitive System Supports Merger of Dispatch Offices  
at Hialeah's new Communications Center***

**TAMPA – November 2, 2009** – EnRoute Emergency Systems LLC today announced the successful launch in the City of Hialeah, Florida of EnRoute's Computer-Aided Dispatch (CAD) solutions software for Law Enforcement and Fire/EMS.

The City of Hialeah, population of over 210,000, contracted with EnRoute, an Infor company, to upgrade and integrate its legacy dispatch systems for its police and fire departments to create efficiencies in managing emergency calls and better serve the public safety needs of citizens. Unique to the upgrade was EnRoute's ability to migrate existing data and protocols into the new environment that operates on Microsoft Windows servers.

Hialeah Mayor Julio Robaina was instrumental in achieving the upgrade, as well as creating a new Communications Center where all public safety dispatchers now reside together. "The data integration avoided the need to recreate the data in the new system and saved the city considerable money," said Mayor Robaina.

Rather than the previous system of working in separate facilities, all public safety dispatch officers and call takers now sit side-by-side at dedicated workstations in Hialeah's Communications Center adjacent to Hialeah City Hall. The fully equipped new center was dedicated October 30, 2009.

EnRoute's system – featuring FBI-standard security encryption, enhanced mobile, mapping, records management, and field-based reporting – is being installed in incremental steps concurrent with the dispatch merger. Also provided is EnRoute I-STATUS, an Internet account that provides real-time web access to current call information and available resources from secure desktop or hand-held devices. "Maintaining the agencies' history and codes was essential," said George Brackett, Hialeah's Chief Information Officer.

"We were pleased to provide a comprehensive and intuitive solution that built on Hialeah's existing public safety protocol and combine it with highly developed tools that advance their capabilities," said George Landgrebe, vice president and general manager of EnRoute Emergency Systems.

"Adding in the high-level security features and speeding the response time are important benefits," said Hialeah Police Chief Mark Overton. "Now we can use our resources more effectively, which saves time, money and helps keep officers and citizens safe."

Fire Chief Marcos De La Rosa liked the mobile mapping feature. "Instead of flipping through a binder, we can quickly see the location of the nearest fire hydrant," he said. "The system helps prevent overburdening one truck by tracking the truck status at all times, so the most appropriate vehicle is dispatched."

Common features of EnRoute applications are: online help for user-defined, table-driven fields; color-enhanced screen information; standard or ad hoc queries and reports; user-programmable function keys to speed the dispatch process; modules that are adaptable to state and local regulations and departmental methodologies, and site-specific system security.



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### **About EnRoute Emergency Systems LLC**

Located in Tampa, Florida, EnRoute Emergency Systems, an Infor company, is a well-respected supplier of public safety applications that meet the computer-aided dispatch (CAD) and records management systems (RMS) requirements of law enforcement and toll highway agencies, fire/EMS departments, and ambulance service providers.

### **For more information:**

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